

# **Murfreesboro Police Department**

## **Media Release**

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## **Online Reporting Program Begins October 1, 2013**

The Murfreesboro Police Department will commence an online incident reporting system October 1, 2013. The online report system is a new process of receiving and reporting specified non-emergency incidents over the internet. The program is intended to enhance the level of emergency police services available to the community by reporting certain types of calls online while at the same time increasing convenience for residents.

By processing these calls in this non-traditional manner, the Department will be able to increase officer and citizen safety by making patrol officers available to handle emergency calls for service and perform other proactive patrol related services. Furthermore, this program, like the Teleserve program, will save time and costs associated with sending a patrol officer and vehicle to each complainant's location.

Online reporting will accept complaints in which it is not imperative for an officer's immediate response. A complainant can however, request an officer respond in person for any complaint. Examples of when online reporting may be utilized are as follows: thefts with a loss of under \$1,000.00, including thefts from vehicles, residences, businesses, trailers, public storage/rental facilities, and gas drive-offs; Damage to property incidents when the loss is under \$10,000.00; and damage to property incidents as a result of acts of nature.

Citizens wanting to file a report online may go to [www.murfreesborotn.gov](http://www.murfreesborotn.gov) and follow the directions to the online police reporting page. Complainants will first be asked "Is this an emergency? Did this occur outside the Murfreesboro City limits? Are there any known suspects? Did this occur on an interstate highway?" If the answer to all of the questions is "No", the complainant will then be directed to proceed with filing a police report. The complainant will be given a report number and confirmation of submission. After the report is submitted, a supervisor will review the report prior to approval. If approved, the report will be filed in the Records Management System. Once approved, the report will be emailed to the complainant at no cost.

Other law enforcement agencies which currently utilize an online reporting program have seen cost savings in fuel/vehicle expenses, and an increase in availability of patrol officers, and officer travel time. Citizens in these jurisdictions have reported a high level of satisfaction and convenience with this program.

During an emergency, call 911. For non-emergencies call 893-1311.

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